

Shared Oracle Hosting (Linux)

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Product Owner: Dean Zumbrunnen
Product Manager: Dean Zumbrunnen
Phone: 801-538-3607
E-mail: zum@utah.gov

Shared Oracle Hosting (Linux) product is available to all State of Utah agencies, legislative and judicial branch agencies, and local government agencies.

DTS provides shared Oracle environments (production, development, and acceptance test) on a Linux platform in the Salt Lake Data Center. State agencies access Oracle data using the well-known Structured Query Language (SQL) via applications and other standard interfaces. Open Database Connectivity (ODBC) as well as Java Database Connectivity (JDBC) is available.

Product Features and Descriptions

| Feature | Description |
|---|--|
| DTS manages the Oracle environment by performing these services | <ul style="list-style-type: none">• Software upgrades as well as preventative software maintenance of the Oracle environment including Security Patch Maintenance schedule.• Data placement, backup/recovery, and performance tuning of the Oracle environment, including routinely scheduled data reorganization and operating system tuning.• Fully standard layout and naming conventions of database environment• 7x24 support of the Oracle environment.• Business day support of user requests for data loads, table and index creation, recovery of table spaces and indexes, and other non-disruptive tasks.• Administration security for the Oracle subsystem.• Database connections can be encrypted or non-encrypted at the user's choice.• Change migration (propagation of structural changes of data from development to production).• Proactive identification of problematic routines and processes with |

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| | <p>suggestions for improvement.</p> <ul style="list-style-type: none"> • Current supported product versions, patches, license compliance and vendor support of hosting products. • State of the art diagnostic tools. • Enterprise-class storage space provided by highly available disk and tape environments. • Security monitoring using CISCO Mars and other tools. • Oracle Enterprise Monitor (OEM) Grid Control monitoring and management of environment with Oracle management packages. • Oracle RMAN database backups and daily exports are managed with IBM Tivoli Storage Manager with 7 day retention period. • For security reasons Oracle Database Servers are protected by firewalls and are only available through internal state networks. Special arrangements for VPN Tunnels or point-to-point connections are reviewed by the DTS Security Group. |
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Features Not Included

| Feature | Explanation |
|---|---|
| Application Programming Services | <ul style="list-style-type: none"> • Application Programming Services are available through another DTS product offering and are not included in the Oracle Shared Hosting product. |
| Related DTS Services available on time and materials basis. | <ul style="list-style-type: none"> • Extended hours support of user requests for data loads, table and index creation, recovery of table spaces and indexes, and other user-requested after hours tasks. • Assistance with off-site recovery procedures and testing. • Assistance with application-specific diagnostics. • Assistance with data propagation to other platforms. |

Rates and Billing

| Feature | Description | Base Rate |
|---------------|--|---|
| Approved Rate | Databases between 0 and 2 GB \$200. Each additional 2 GB Unit is \$140. | Formula: $GB/2 \times 140 + 40 = \text{Monthly cost in dollars}$. GB units rounded up |

Ordering and Provisioning

Ordering the Product

Any State agency interested in purchasing Shared Oracle Hosting should contact their assigned DTS Customer Relationship Manager (CRM) by email to dbase@utah.gov. The CRM will help guide the customer through the following process:

1. The customer fills out a *Shared Oracle Hosting (Linux)* order form on the DTS Products and Services Web site.
2. DTS contacts the customer to gather additional information.
3. DTS provides a cost estimate and schedule estimate to the customer.
4. The customer agency provides approval, including billing information.
5. DTS builds the requested database environment and informs the customer when the environment is ready for use.

Product Agreement

DTS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form.

Product and/or Service Rates listed are in accordance with the approved DTS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between DTS and the customer, the parties acknowledge that the foregoing shall supersede the earlier agreement.

DTS Responsibilities

- Scheduled Version Upgrades
- Security Patch Maintenance schedule
- License Compliance
- Security Monitoring
- Performance Monitoring and tuning of DB server
- Scheduled on-call support after hours, holidays, weekends
- Change Control Policy compliance
- Backup and Recovery most recent with 7 day retention period
- Space management

Agency Responsibilities

- Oracle shared database customers are expected to be in compliance with DTS

Policies and Procedures for sharing database data with other authorized users.

- The need for HL7 & HIPAA compliance will be determined by the Agency and owners of schemas hosted in the Oracle shared environment. Costs associated with HIPAA and HL7 compliance are the responsibility of the Agency owner of the schema. This includes safe keeping of financial data and electronic commerce transactions.
- DTS Version upgrade policy applies to this product offering covered in TB-0328.
- Users of the Oracle Shared environment are expected to follow DTS Policies and Procedures regarding password maintenance.

Service Levels and Metrics

The Oracle Shared Database hosting product meets all Salt Lake and Richfield datacenter metrics.